Communication Skills & Positive Attitude

Course Objectives:
- Describe the importance of cultivating effective communication skills.
- Interpret the effects of non-verbal communication.
- Develop communication skills in listening, asking questions, and giving feedback.
- Identify guidelines for effective written communication.
- Identify ways to develop and maintain a positive attitude and team environment.

Course Content:
1. Identify the Traits of a Connected Communicator.
2. Practical Skills for Leaders Who Want to Make a Connection.
3. How to Enhance Written Communications.
4. Develop a Positive Attitude and Team Environment.
5. Use a Team Approach to determine Guidelines for Team Meetings.
7. How to Avoid a Breakdown in Communication.

Delivery Format:
- Mini Lecture
- Group exercises